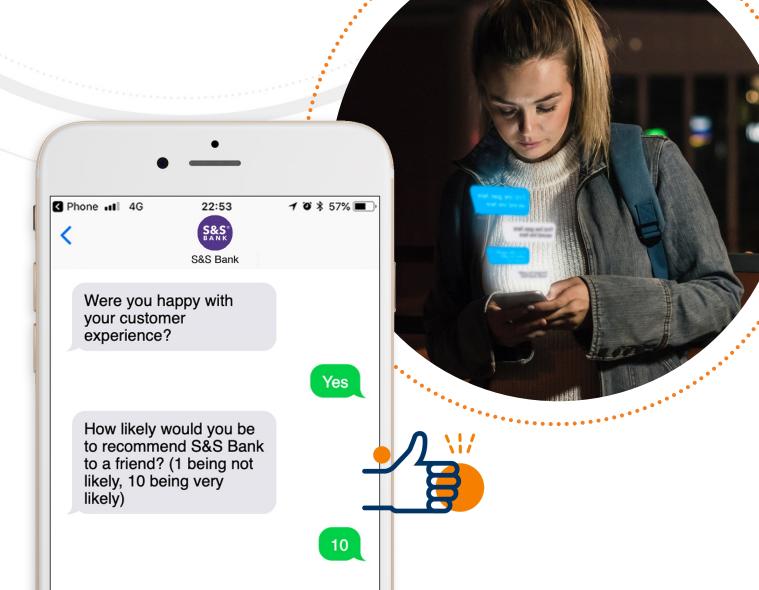
CONCENTRIXCX

VOC Essentials for Messaging

Feedback in the moment.

More and more, customers are turning to messaging to interact with the brands they love.

VOC Essentials for Messaging empowers companies to instantly trigger feedback mechanisms after conversations in popular messaging apps.



Key Features

CAPTURE FEEDBACK IN THE MOMENT.

Using our Connect API, surveys are immediately triggered after conversations inside popular messaging channels such as WhatsApp, Facebook Messenger, SMS, and more.

MEASURE WHAT MATTERS.

Best practice survey templates ensure you're getting feedback on the areas that matter most to customers and have the biggest impact on your brand.

UNCOVER ISSUES IN REAL TIME.

Trigger alerts on negative feedback and give your team the tools needed to re-engage with unhappy customers and make experiences better.

IMPROVE THROUGH INSIGHTS.

Powered by AI and Text Analytics, ConcentrixCX delivers post-conversation insights that guide your company's brand, product and service strategy.

B Survey ID: 1628 | Survey Date: 4/23/2021 | ▶ | 1 | 11 | 11 |

B Survey ID: 1627 | Survey Date: 4/23/2021 | ▶ | 1

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Meet CONCENTRIXCX

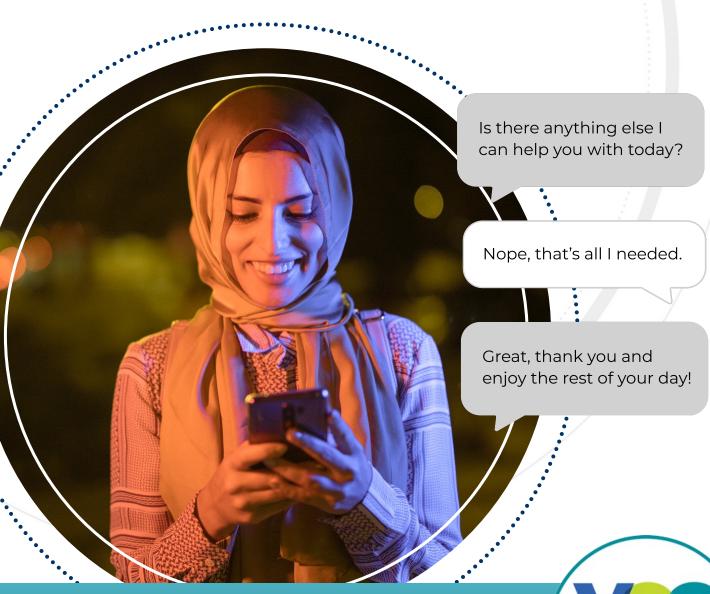
Associate

Overall Experience

Problem Resolution

Account Maintenance

Customer feedback is instantly analyzed **Key Metrics Trend** in ConcentrixCX, an enterprise grade platform with the power to combine data from multiple feedback channels and deliver a single view of the experience. Overall Satisfaction **Executive Dashboard** 👯 I called to let you know i mistakenly sent my credit card payment to my truck loan and asked to me to credit card account then to put on my home equity loan instead and was told no that a check woul because i was able to reverse money and put it on another account previously. So i ended ul making a having the matter fixed. 99 B Survey ID: 1629 | Survey Date: 4/23/2021 | ▶ | | | | | | Customer service was not very helpful in the beginning but proceeded to ultimately give me the int \odot **Emerging Trends** Returns



CONCENTRIXCX

Don't just measure experiences, transform them.

Contact us today!

+1-800 747-0583 voc@concentrix.com www.concentrix.com/solutions/voc



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